MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND

Focusing on Exceptional Service: Personal Property Non-Temporary Storage Program and the Global POV Contract

MR. JAMES WHITMIRE
CHIEF, SOUTHEAST
REGIONAL STORAGE MANAGEMENT OFFICE

SDDC SYMPOSIUM
March 22 - 26, 2004

PANEL

- Jim Whitmire: Chief, SRSMO
- Jim Jakle: Chief, CRSMO
- Phil Sanfilippo: Chief, NRSMO
- Mike Morroney: Chief, WRSMO
- Frank Thomas: SDDC

NTS OVERVIEW

- 1956 – Program Inception

- 1976 – 18 “Field Offices” consolidated to

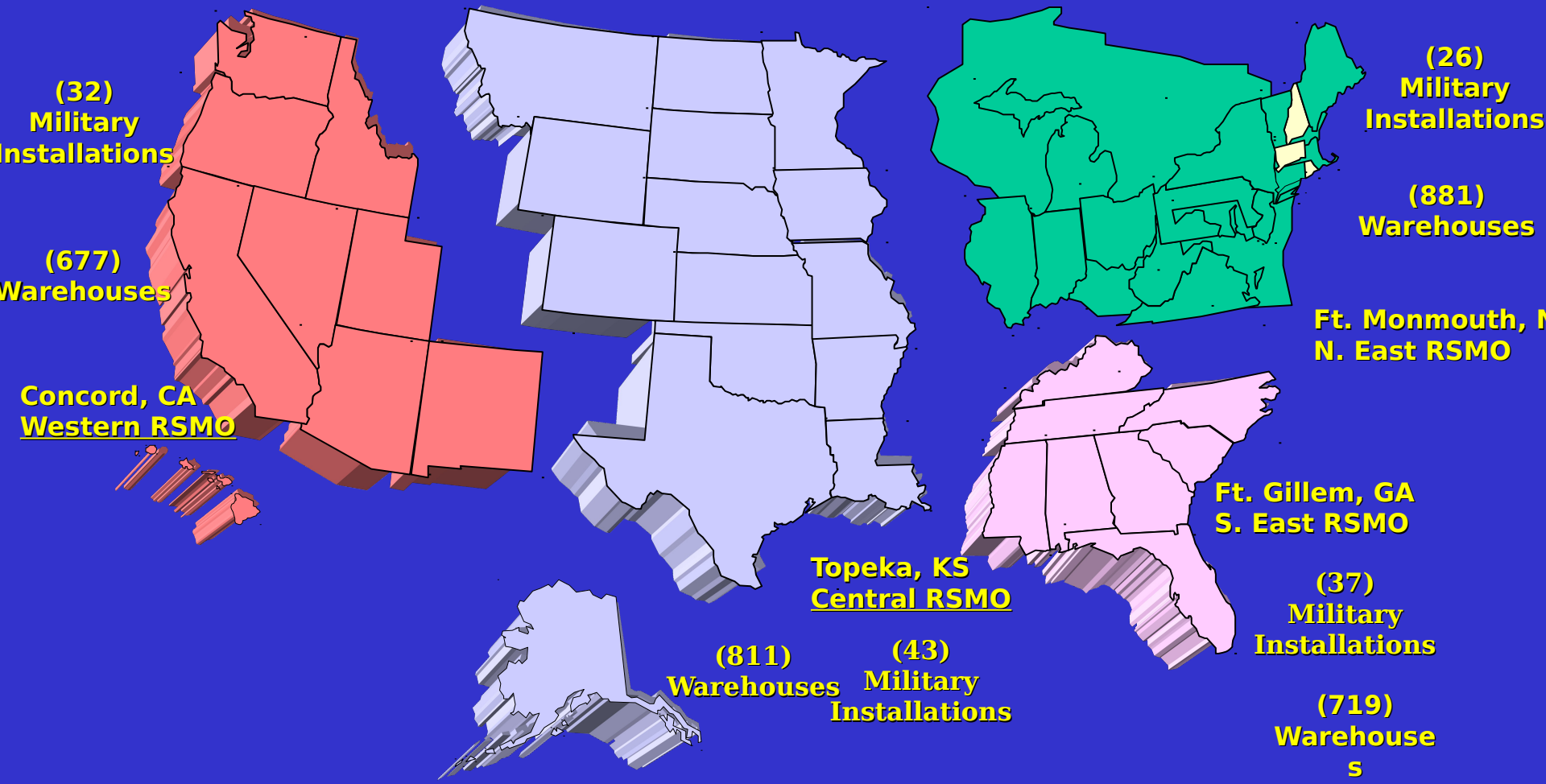
  4 Regional Storage Management Offices (RSMO’s)

  - NRSMO/Ft Monmouth, NJ
  - SRSMO/Atlanta, GA
  - CRSMO/Topeka, KS
  - WRSMO/Concord, CA

4-REGIONAL STORAGE MANAGEMENT OFFICES (RSMO'S)

(138)
Military
Installations

(2,530)
Warehouse
Inspections



(32)
Military
Installations

(677)
Warehouses

Concord, CA
Western RSMO

(811)
Warehouses

(43)
Military
Installations

Topeka, KS
Central RSMO

(26)
Military
Installations

(881)
Warehouses

Ft. Monmouth, N
N. East RSMO

Ft. Gillem, GA
S. East RSMO

(37)
Military
Installations

(719)
Warehouse
s

RSMO FUNCTIONS

- Award/administer BOA's
- Approve/inspect NTS/SIT storage facilities
- Evaluate loss/damage claims
- Investigate unusual occurrences/oversee restoration process
- Survey/evaluate ITO/TMO warehouse space requirements

NTS ISSUES

- Unusual Occurrence
- Service Order Audit Trail
- Storage in Plastic Totes
- Prompt Invoice Preparation
- NTS Staff Assistance Visits (SAV)

UNUSUAL OCCURRENCES

- Natural disasters (such as floods, fires, and storms)
- Unlawful entries
- Strikes, work stoppages, or embargoes
- Seizure/closure of a contractor's facility
- Contractors' bankruptcy petition
- Non-compliance with Basic Ordering Agreement (BOA)

UNUSUAL OCCURRENCES (cont'd)

- **Theft/Vandalism**
  - Notify the law enforcement agency(s)
  - Secure facility
  - Advise the insurance company
  - Provide a detailed report of loss/damage
  - As necessary, repack and reseal property
  - Prepare a written report within 10 working days
    - Police report
    - Statement from employee(s)

UNUSUAL OCCURRENCES (cont'd)

- **Flood/Storm/Water or Fire/Smoke Damage**
  - Take actions to prevent additional damage
  - Provide 24-hour security
  - Advise the insurance company
  - Begin unpacking, inspecting, drying, and repacking
  - As necessary, repack and reseal property
  - Provide a detailed report of loss or damage
  - Obtain a copy of the fire inspector's report

UNUSUAL OCCURRENCES (cont'd)

- **RSMOs responsibilities**
  - **The RSMO will support and coordinate all actions with the ITO/TMO**
  - **TO/TMO and RSMO are both responsible for ensuring HHG's are protected and properly stored**
  - **When necessary, temporarily approve warehouses relocate salvageable property**

SERVICE ORDER AUDIT TRAIL

- **NTS Ordering Procedures**
  - **Follow award procedures--available low cost contractor**
  - **When other than the low cost contractor is used, file must contain reasons**
  - **Failure to document awards opens the door to protests, investigations…**

STORAGE IN PLASTIC TOTES

- **Basic Ordering Agreement requires:**
  - **Use of boxes/cartons for packed items**
  - **Totes or similar containers do not meet packing requirements**
  - **Totes, when properly packed, may be placed into appropriate boxes or containers**
  - **Failure to use appropriate box or container leads to liability issues**

PROMPT INVOICE PREPARATION

- Prompt Payment Act
- Timely reimbursement for services performed
- Military Services, DFAS, and industry agree to use TOPS generated invoices

NTS STAFF ASSISTANCE VISITS (SAV)

- **Conduct SAV's in Accordance with DTR, Part IV:**
  - **RSMO responsible for NTS SAV's**
  - **SAV's once every two years**
  - **Designed to provide assistance with personal property initiatives, and evaluate program effectiveness**
  - **Notice to ITO/TMO of upcoming SAV**
  - **In-briefs and out-briefs to be conducted**
  - **Report of SAV provided to the Activity, Major Command and Military Service HQ**

EAST COAST AND WEST COAST Non-Temporary STORAGE CONTRACTS

EAST COAST NTS CONTRACT

- Closure of the Military Ocean Terminal Bayonne (MOTBY)
- Nine warehouses storing over 11,000,000 lbs
- First single source contract awarded Sep 1997
- $1.8 Million savings for MOTBY
- Sep 97 - Mar 98 over 575 trucks to move HHGs
- Household goods stored in a single warehouse
- Follow on contract awarded September 2002
- Contractor provides transportation management and storage services

Next step is west coast

WEST COAST NTS CONTRACT

- DPM/UB stored as NTS under BOAs
- Consigned by an administrative contractor
- Tonnage with BOA contractors =10-13 million lbs annually
- Effective 1 Feb 2004 a single source contract
- Contractor provides transportation management and storage services

GOVERNMENT FUNCTIONS

- **Contracting Officer's Representative (COR)**
  - **Inspects warehouses**
  - **Certifies Invoices**
  - **Signs service orders for transportation officer**
  - **Assists transportation officer in customs clearances**
  - **Provides Contracting Officer with contractor performance reports**

CONTRACTOR LOCATIONS

EAST COAST CONTRACTOR:
WIT Associates
8415 Kelso Dr.
Baltimore, MD 21221
410-238-2712

WEST COAST CONTRACTOR:
Metropolitan Van & Storage Inc.
5400 Industrial Way
Benicia, CA 94510
707-747-4820

NTS CONTACTS

- **Mr. Jim Jakle, Central RSMO**
  785-861-4524
- **Mr. Jim Whitmire, Southeast RSMO**
  404-469-5923
- **Mr. Mike Morroney, Western RSMO**
  925-246-4240
- **Mr. Phil Sanfilippo, Northeast RSMO**
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MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND

Global POV Contract

Frank C. Thomas
DCS, Passenger and Personal Property Storage and POV Team

SDDC SYMPOSIUM
March 22 - 26, 2004

Global POV Contract (GPC)

Purpose

- GPC Shipping/Storage Overview
- GPC II Enhancements
- Points Of Contacts

MOVEMENT OF POVs WITHIN DTS BEFORE GPC

GPC SHIPPING/STORAGE

- **Shipping**
  - **Effective Nov 1998**
  - **Worldwide service with single contractor**
  - **Processing**
    - **1-hour standard**
    - **Joint survey**
    - **Site settlement process**
  - **Service Types**
    - **Full Service**
    - **Quality of Life Service**
    - **Partial Service**
    - **Hardlift Service**

GPC SHIPPING/STORAGE

- **Storage**
  - **Effective in GPC I (1 May 02)**
  - **GPC storage within CONUS**
  - **PCS movements only**
  - **Entitlement (uniformed service members)**
  - **Turn in sites worldwide (GPC/DOD/DOS)**
  - **Single contractor responsibility for storage**

Global POV Contract History
Nov 1998 Thru Aug 2003

- **POVs processed:**
  - 321,260 full service
  - 39,168 partial service
  - 14,361 hardlift service

- **On-time performance:**
  - 93%

- **Customer Satisfactory: 99%**
  - Excellent 378,815
  - Satisfactory 114,653
  - Unsatisfactory 1,430

- **Claims filed as of 31 Jan 04:**
  - 19,480 Total
  - 9,366 from military claims office
  - 9,698 from service members
  - 416 from insurance company

- **Site settlement claims: ($500)**
  - 30,283 claims filed
  - $4,254,826 paid
  - - Average paid per claim: $141

- **Expedited Claims ($500-$1000)**
  Effective Jun 00
  - 547 claims filed
  - $387,502 paid
  - -- Average paid per claim: $708

18,036 claims complete:
- 11,903
- 6,133 denied
- 953 under review

Good News Story

GPC II Contract

- **Service Began 1 Nov 03**
  - Awarded on “Best Value”
  - Cost and service considered
  - **Enhancements**
    - On site settlements ($1,000)
    - Minor repairs to stored vehicles (up to $150.00)
    - Contractor provides customer with status reports on stored vehicles
  - **Potential 10 years of Performance**
    - Two year base
    - Three one-year options
    - Five one-year award terms

GPC II Contract

- **Summary**
  - Excellent Customer Service
  - Single Source Contractor for Seamless Movement
  - Performance Incentives
  - Monthly Status Report Available: www.whereismypov.com

POINT OF CONTACTS

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SDDC Web Site:
www.sddc.army.mil/personalproperty/vehicles